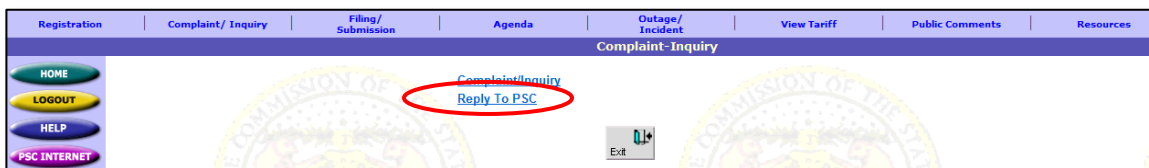# Missouri Public Service Commission
EFIS – *Complaint/Inquiry, Reply to PSC*

During the course of processing the complaint, PSC staff may route the task to the company or consumer for a response.

To respond to a complaint:

1. Log on to EFIS.
2. From the Welcome screen, click the '**Complaint/Inquiry**' menu option
3. Select the '**Reply to PSC**' link.

4. Beside '**Complaint/Inquiry No.**', input the complaint number.
5. The following fields will auto-populate with information:
   a. Expected Response Date
   b. Reply To
   c. Utility Type
   d. Utility Company
   e. Utility Account Number
   f. Complaint/Inquiry Description
   g. Requested Information – Consumer (if any)
   h. Requested Information – Utility (if any)
6. Under '**Utility/Consumer Response**', input a response to the question or request listed beside either 'Requested Information – Consumer or Requested Information - Utility.

   Note: If the response is too large or is on an attachment, then input 'See Attached' in the text box.

Scroll to the bottom of the screen to proceed.

7. If attaching a document, select the '**Attach**', button to continue to the '**Attachment Screen**'.

On the 'Attachment Screen', complete the following steps.

8. Click the '**Browse**' button to select the document(s) for attaching.

   Note: File names and file paths cannot use any special characters (%'&^*#@) except an underscore or hyphen.

9. Click the '**Attach**' button to attach the document.

   Note: Multiple attachments may be made by selecting a document, its security level and then clicking the 'Attach' button.

10. Click the '**Done with Attach**' button after all the attachments have been uploaded to return to the '**Consumer Complaint/Inquiry – Reply to PSC**' screen.

Scroll to the bottom of the screen to proceed.

11. Click the '**Submit**' button to submit the response.

Note: Once the 'Submit' button has been clicked, no additional responses will be allowed to be submitted through EFIS. Ensure all information has been included before submitting the response.

For additional assistance, please contact the Data Center at 573-751-7496 (local to Jefferson City, MO) or datacenter@psc.mo.gov.